WORLDCOM

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ORIGINAL

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November 14, 2001

BY HAND

Ms. Magalie R. Salas
Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

Re: C.C. Docket No. 00-218

Dear Ms. Salas:

I have enclosed for filing Attachment A to the pre-filed direct testimony of Karen Kinard and Margaret T. Pearce of WorldCom, Inc, which was filed November 9. The original filing included a place-holder for this attachment.

In addition, I have enclosed for filing an amended page 17 of the pre-filed direct testimony. Line 17 of that page should read "proposes that an agreed-upon due date must be set within 15 business days, and...." For ease of reference, I have enclosed both a redlined copy and a non-redlined copy of the corrected page.

Respectfully submitted,

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Copies: Service List

proposes that an agreed-upon due date must be set within ~~20~~ 15 business days, and that a confirmation identifying the due date must be provided within that set number of days.

5. Resold xDSL Services: The Agreement should make clear that the performance standards apply to resold xDSL services. This can be accomplished by disaggregating 2-wire xDSL wherever resale is reported on in the performance metrics.

6. Inbound Trunking: Some trunking metrics as presently computed disguise important competitive issues. WorldCom orders large volumes of inbound or reciprocal trunks from Verizon to WorldCom local switches to service customers with high inbound calling volumes. Such inbound trunk requests are placed using a Trunk Group Service Request (TGSR), providing information on the trunk groups that need augmenting and a requested due date. WorldCom then awaits Verizon's return of an Access Service Request (ASR) with that date or more likely a due date "negotiated" (specified by) Verizon. (WorldCom orders outbound trunks, running from the WorldCom switches to the Verizon network, by sending an ASR itself, but for reciprocal trunks, WorldCom must depend on Verizon to send the ASR.) As a business matter, WorldCom must place TGSRs to ensure that Verizon continues to develop adequate interconnects with the WorldCom network, because if customers cannot reliably receive calls from the larger universe of Verizon customers, they will not sign up for service from WorldCom or other CLECs, even though it will be Verizon customers making outbound calls that will receive the "all circuits busy" signal. Put another way, it

proposes that an agreed-upon due date must be set within 15 business days, and that a confirmation identifying the due date must be provided within that set number of days.

5. Resold xDSL Services: The Agreement should make clear that the performance standards apply to resold xDSL services. This can be accomplished by disaggregating 2-wire xDSL wherever resale is reported on in the performance metrics.

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William D. Smith
Senior Regulatory Counsel

November 8, 2001

BY HAND

Honorable Janet Hand Deixler
Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 97-C-0139 — Compliance Filing — Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines

Dear Secretary Deixler:

Enclosed please find an original and twenty (20) copies of the Compliance Filing of Verizon New York Inc. ("Verizon") for the Inter-Carrier Service Quality Guidelines (the "Guidelines"), which is being filed pursuant to the "Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines," issued October 29, 2001 (the "October Order").

Ordering Clause No. 3 of the Commission's October Order directs Verizon to include with the Compliance Filing a report on the status of metric reporting specifying dates for the reporting of all metrics. Pursuant to this directive, we provide in an attachment to this letter an overview of the implementation schedule of various metrics referenced in the October Order.

Please note that the status of metric reporting is set forth in Appendix N. Pursuant to Verizon's internal Change Control Procedures, Appendix N cannot be revised until the Change Control Team has had an opportunity to review and analyze the Compliance Filing. Accordingly, Verizon has attached a separate document for metrics that shows the implementation dates of various metrics referenced in the October Order.

Respectfully submitted,

William D. Smith

cc: Honorable Jaclyn A. Brilling (By E-Mail and Hand)
All Active Parties (By E-Mail and U.S. Mail)

Attachment to November 8, 2001 Letter

References to Attachments and Sections in the following summary are the same as those in the Commission's October Order.

1. Administrative Changes To Guidelines (Att. 1, Sec. A). The Commission adopted these changes which are being implemented with the November data month.

2. Best Metrics Recommendations (Att. 1, Sec. B). The Commission adopted these changes and directed Verizon to incorporate these recommendations in the Compliance Filing. Although the Commission permitted Verizon until January 2002 to begin reporting on these metrics, we are pleased to report that we have already completed all work necessary to implement these metrics with the November data month.

3. Changes to Maintenance and Repair Metrics (Att. 1, Sec. C). The Commission adopted these changes and required Verizon to incorporate them in the Compliance Filing. We have done so and these maintenance and repair metrics are being implemented with the November data month.

4. Line Splitting Metrics (Att. 1, Sec. D). The Commission adopted these metrics and directed Verizon to implement them with the Compliance Filing. We have incorporated them in the Compliance Filing and these changes are being implemented with the November data month.

5. Modifications to Existing Metrics (Att. 1, Sec. E). The Commission adopted these changes which are to be implemented with the Compliance Filing. As directed, these changes are being implemented with the November data month.

6. Collocation Augmentations (Att. 1, Sec. F). The Commission adopted these changes which are to be incorporated in the Compliance Filing. As directed in footnote 6 on page 6 of the Commission's October Order, Verizon will use an 80% threshold for December 2001 and January 2002; an 85% threshold for February and March 2002; a 90% threshold for April and May 2002 and a 95% threshold for June and July 2002. The November report will establish the template in preparation for implementation of these thresholds effective with the December data month.

7. Geographic Reporting (Att. 1, Sec. H). The Commission adopted these changes which are being implemented with the November data month. Verizon will be pleased to provide to Staff geographically disaggregated data, if requested.

8. Retail Comparisons. The Commission directed Verizon to include the Retail Analog Table in the Compliance Filing. We have complied with this directive and have added a page labeled "Retail Analog Compare Table" following the Introduction section of the Guidelines.

9. Billing Performance (Att. 1, Sec. J). Verizon was directed to include in the Compliance Filing an initial report for claims submitted by CLECs in 2001. We requested and were granted an extension until November 14, 2001 to file this report. We will begin reporting the new metrics effective with the December data month.

10. Missing Notifiers (Att. 1, Sec. G). The Commission adopted the CLECs' proposed standards of 95% in 3 business days and 99% in 10 business days. Verizon was directed to submit with the Compliance Filing a report on how a tracking system will be implemented. We requested and were granted an extension until November 14, 2001 to file this report. Verizon is committed to complete all necessary preparatory work by the third week of February 2002, as previously indicated and, accordingly, we request that Verizon be permitted to implement these changes with the March 2002 data month.*

11. PCN Timeliness (Att. 1, Sec. G). The Commission declined to require use of system days; the business day standard is retained. Systems work is required to implement this metrics change. Accordingly, implementation is expected to take 90 days, with reporting commencing with the March 2002 data month.*

12. BCN Timeliness (Att. 1, Sec. G). Standard set at 95% of BCNs within two business days; the Commission declined to use system days. Systems work is required to implement this metrics change. Accordingly, implementation is expected to take 90 days, with reporting commencing with the March 2002 data month.*

13. % Completed Orders Without a PCN and a BCN Sent (Att. 1, Sec. G). The Commission adopted a 0.25% standard with neither a BCN nor a PCN. Systems work is required to implement this metrics change. Accordingly, implementation is expected to take 90 days, with reporting commencing with the March 2002 data month.*

14. DSL Line Sharing/Line Splitting Provisioning Interval Standard. The Commission determined dual standards in Case 00-C-0127 (*Proceeding to Examine Digital Subscriber Line Services*, Opinion No. 00-12). Verizon was directed to incorporate those standards in the Guidelines. We have complied with this directive and updated the performance standard found in the Guidelines under measure PR-3.

15. Statistics Subgroup Issues (Att. 2, App. K). The Commission directed Verizon to completely automate small testing procedures within 90 days. Verizon will complete this automation within the 90-day timeframe and implement these changes with the January 2002 data month.

* Verizon reserves all of its rights and remedies regarding these non-consensus items, including the right to petition for reconsideration.

Compliance Filing – 11/08/01

New York State
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Verizon Reports

November 2001

Category		Function	# of Metrics
Pre-Ordering	PO-1	Response Time OSS Ordering Interface	9
	PO-2	OSS Interface Availability	2
	PO-3	Contact Center Availability	2
	PO-4	Change Management Notice	3
	PO-5	Average Notification of Interface Outage	1
	PO-6	Software Validation	1
	PO-7	Software Problem Resolution and Timeliness	4
	PO-8	Manual Loop Qualification	2
Ordering	OR-1	Order Confirmation Timeliness	8
	OR-2	Reject Timeliness	6
	OR-3	Percent Rejects	2
	OR-4	Timeliness of Completion Notification	3
	OR-5	Percent Flow-Through	2
	OR-6	Order Accuracy	2
	OR-7	Percent Order Confirmation Rejects sent within 3 days	1
	OR-8	Acknowledgement Timeliness	1
	OR-9	Order Acknowledgement Completeness	1
	OR-10	PON Notifier Exception Resolution Timeliness	2
Provisioning	PR-1	Average Interval Offered	10
	PR-2	Metrics not in use in Verizon North	0
	PR-3	Completed within Specified Number of Days (1-5 Lines)	7
	PR-4	Missed Appointments	8
	PR-5	Facility Missed Orders	3
	PR-6	Installation Quality	3
	PR-7	Metrics not in use in Verizon North	0
	PR-8	Open Orders in a Hold Status	2
	PR-9	Hot Cut Performance	2
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6
	MR-2	Trouble Report Rate	5
	MR-3	Missed Repair Appointments	3
	MR-4	Trouble Duration Intervals	8
	MR-5	Repeat Trouble Reports	1
Network Performance	NP-1	Percent Final Trunk Group Blockage	4
	NP-2	Collocation Performance	8
Billing	BI-1	Timeliness of Daily Usage Feed	1
	BI-2	Timeliness of Carrier Bill	1
	BI-3	Billing Accuracy	2
Operator Services	OD-1	Operator Services – Speed of Answer/Directory Assistance	2
	OD-2	LIDB, Routing and OS/DA Platforms	0
General Standards	GE-1	Directory Proofs	0
	GE-2	Poles, Ducts, Conduit and Rights of Way	0
Glossary		Glossary of Terms	

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	URL in effect information
M	Order Accuracy Details
N	Table of Measures, Sub-Metrics and Product Disaggregation
O	Test Deck – Weighted transaction Matrix

INTRODUCTION

This section of the New York State Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to New York Telephone Company, d/b/a Verizon New York (VZ NY). Comprehensive explanations of the standard's definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals are included within this document. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon New York retail services and its wholesale products and services.

Verizon New York will provide Performance Reports on a monthly basis to the Competitive Local Exchange Carriers (CLECs) that were members of the C2C working group in Case 97-C-0139 and to any CLEC that previously requested to receive Performance Reports issued pursuant to the Interim Guidelines, adopted in Case 97-C-0139. Any other CLEC that wants to obtain reports produced pursuant to the Guidelines must contact the Account Manager that Verizon New York designated for that CLEC to make the appropriate arrangements to receive the reports.

Effective November 2001, Verizon will report at the New York state level for metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, PR-9, MR-2, MR-3, MR-4, and MR-5. Disaggregated geographical reports will no longer be provided in the monthly C2C reports. Verizon will continue to provide disaggregated geographical reports to CLECs that have existing interconnection agreements which require these reports. Additionally, CLECs may initiate a request for disaggregated geographical reports through the CLEC's Verizon Account Manager. Once the request is received, Verizon provides that CLEC with disaggregated reports, and will continue to do so until the CLEC issues a discontinue notice through the Account Manager.

URL References

Verizon references urls, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a url is referenced, Verizon utilizes the information published on the url at the time of the compliance filing. A copy of url information in effect at the time of the filing is contained in Appendix L.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics -	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
Exceptions Noted below:	Resale POTS – Total	Retail POTS - Total
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform	Retail POTS - Total
	UNE POTS-Other	Retail POTS - Total
	UNE Loop	Retail POTS - Total
	UNE 2 Wire Digital Loop	Retail ISDN (2 wire digital)
	UNE 2 wire xDSL Loop	VADI Line Sharing
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 [1]
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 [1]
	UNE EEL – Loop	Retail DS1[1]
	UNE EEL	Retail DS1[1]
	Interconnection Trunks	IXC Feature Group D Trunks
	Specials – Total	Retail Specials - Total
Exceptions for provisioning:		
PR-4-02	UNE 2 wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2 wire xDSL Loop	Retail POTS - Dispatched
PR-6	UNE 2 wire Digital	Retail POTS - Dispatched
Maintenance Measures:	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS - Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform – Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence	Retail POTS – Residence
	UNE Platform – Business	Retail POTS – Business
	UNE Loop	Retail POTS – Total (Business and Residence)
	UNE 2 Wire Digital Loop	Retail POTS – Total (ALL)
	UNE 2 wire xDSL Loop	Retail POTS – Total (ALL)
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	UNE Specials DS0 & below	Retail Specials DS0 & below
	UNE Specials DS1 & above	Retail Specials DS1 & above

[1] Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

	Interconnection Trunks	IXC Feature Group D Trunks

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2

Function:

PO-1 Response Time OSS Ordering Interface

Definition:

This metric measures the response time of the OSS Ordering Interface.

Response Time: For metrics PO-1-01 through 1-06, and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a Pre-Order transaction. For CLEC transactions, this is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.

For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.

Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07, and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.

Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

Refer to web-site http://www.bell-atl.com/wholesale/html/pdfs/VZ_E_2001_Holiday_Sched.pdf for a list of holidays Verizon recognizes. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces): Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.
- WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail, plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:

The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.

For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the *Enter* key is hit until a response from the Pre-Ordering OSS is received back on the display screen.

At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.

The total number of simulated queries depends on the average response times.

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ***ada***. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, ***excluding*** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

Σ Response Times for each transaction divided by the Number of Transactions for each transaction type.

Note: For all PO-1 **Retail** sub-metrics, and for sub-metric PO-1-07, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:

Company:	Geography:
• VZ Retail[2] • CLEC Aggregate • CLEC Specific (PO-1-09 only)	• New York

Products	CLEC Aggregate: • EDI • CORBA • WEB GUI **Note:** Metric PO-1-09 ***Parsed CSR*** does not go through the WEB GUI interface, therefore, sub-metric PO-1-09 does not report WEB GUI results.

Sub-Metrics – PO-1 Response Time OSS Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.

[2] For sub-metric PO-1-09, there is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [3]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – DSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

[3] While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Function:

PO-2 OSS Interface Availability

Definition:

This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.

Scheduled Availability is as follows:

- Prime Time: 6:00AM to 12:00AM EST Monday through Saturday, ***excluding*** major Holidays
- Non-Prime Time: 12:01AM to 5:59AM EST Monday through Saturday, and all day Sundays and Holidays.

Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the ***Observations*** column heading.

Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance Electronic Bonding (EB). Each server within the interfaces is measured separately. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

The following exclusions apply:

- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Metric PO-2-02: $\geq$ 99.5%
Metric 2-03: no standard

Methodology – PO-2 OSS Availability

Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center Help Desk) with EnView reported outages. Verizon measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center (WCCC) Help Desk receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, CORBA and WEB GUI interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the Enview transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.
Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

PO-2 Formula:		
(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.		
Report Dimensions:		
Company: • CLEC Aggregate	Geography: • Verizon North **Note:** Verizon North includes CT, MA, ME, NH, NY, RI, VT	
Products	• Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI • EDI • CORBA • Maintenance – Electronic Bonding	
Sub-Metrics – OSS Interface Availability		
PO-2-01	**Metric Not in Use in Verizon North**	
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of prime-time hours in month minus the Number of prime-time hours in month interface is not available plus scheduled downtime.	Number of Prime-Time Hours in Month multiplied by the number of servers.
PO-2-03	**OSS Interface Availability – Non-Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of non-prime-time hours in month minus the Number of non-prime-time hours in month interface is not available plus scheduled downtime.	Number of Non-Prime-Time Hours in Month multiplied by the number of servers.

Function:

PO-3 Contact Center Availability

Definition:

This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.

This metric also includes **Speed of Answer – CLEC** centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).

Note: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator.

Speed of Answer is measured in seconds from the time a call enters the VZ ACD until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. VZ measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative.

The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD. For calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when a representative answers the call.

Exclusions:

Calls directed to and answered by dedicated representatives.

Performance Standard:

PO-3-02 and PO-3-04: 80% within 30 seconds
Center Hours of Operation:

Repair Help Desk: 24 hours per day – seven (7) days a week
Order Processing Assistance: 8:00AM to 6:00PM Monday through Friday.
Note: The Repair Help Desk is measured in metrics PO-3-03 and PO-3-04. The Order Processing Assistance Center is measured in metrics PO-3-01 and PO-3-02.

Refer to Verizon web-site http://www22.verizon.com/wholesale/lsp/bridge/0,2631-4support,FF.html for various center hours of operation schedules. After accessing the web-site, select a center to receive center-specific information.

Report Dimensions

Company: CLEC Aggregate	Geography: Repair: Verizon East Ordering: Verizon North Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC. Verizon North includes: CT, MA, ME, NH, NY, RI, and VT
Products	• Resale • UNE

Sub-Metrics

PO-3-01	Metric Not in Use in Verizon North

Sub-Metrics (continued) Contact Center Availability		
PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	**Metric Not in Use in Verizon North**	
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:

PO-4 Timeliness of Change Management Notice

Definition:

These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes.

Documentation is not considered available until all material changes are made.

Exclusions:

None.

Performance Standard:

PO-4-01: 95%
PO-4-02: No standard
PO-4-03: no delayed notices and documentation over eight (8) days.

The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures.
* Regulatory changes will vary based on application law/regulatory rules.

Timeliness Standards:

Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[4]
Type 5 – CLEC originated	≥ 73 days for business rules, ≥ 66 days for technical specifications	>= 45 days
Type 4 – Verizon originated	≥ 73 days for business rules, ≥ 66 days for technical specifications	>= 45 days
Type 3 – Industry Standard	≥ 73 days for business rules, ≥ 66 days for technical specifications	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A

Report Dimensions

Company:	Geography:
CLEC Aggregate	Verizon North Verizon North includes: CT, MA, ME, NH, NY, RI, and VT.

Products	Change Notification:	Change Confirmation
	• Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) – • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)	• Type 2 – Regulatory • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)

Sub-Metrics

PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**

[4] Type one (1) change confirmation is not applicable.

	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.